

16. June 2021

Request for Expression of Interest

Subject: Restricted tender with open competition for the development of an E-Learning Course with 7 Modules on Inclusive Humanitarian Action

Dear Sir or Madam,

Humanity&Inclusion, also known as Handicap International, and its German National Association Handicap International e.V., are successfully implementing different projects worldwide. The following two projects in a collaboration together with the global [Disability Reference Group](#) aim at developing a self-paced, accessible E-Learning course with 7 modules on “Inclusive Humanitarian Action”:

- ✚ Project [Phase 2 - 'Leave no one behind!': Mainstreaming of Disability in Humanitarian Action](#) in Germany (LNOB) by Handicap International e.V. in partnership with CBM e.V. and the IFHV of the Ruhr-University of Bochum.
- ✚ Project “Inclusion of Persons with Disabilities in Humanitarian Action” by Humanity&Inclusion

Further information on the background and all details of this call can be found below. This call for expression of interest is part of a restricted tender with open competition. All bidders' expressions of interest will be evaluated based on predefined eligibility criteria and the three bidders with the highest points will be requested to submit a detailed technical and financial quote based on a detailed terms of reference including a draft concept of the 7 e-learning modules.

Content

1) Context / Background	2
2) General Information	3
1.1. Scope of the E-Learning Course	3
1.2. General Objectives of the E-Learning Course	3
1.3. Targeted Audiences	3
1.4. Languages	4
3) Accessibility policy	4
4) Data Protection & Security	4
5) Contract & Sub-contracting	4
6) Application Process and Assessment Criteria	4
7) Assumed timeframe.....	6
8) Terms of Payment.....	6
9) HI Policies: Code of Conduct, Good Business Practices, etc.	6
10) Request for Clarifications.....	6
11) Deadline for submission of expression of interest	7
12) Cancellation of a restricted tenders procedure with open competition	7

1) Context / Background

In 2019, the launch of the [IASC Guidelines on Inclusion of Persons with Disabilities in Humanitarian Action](#) marked an important point in efforts to ensure that persons with disabilities are fully included as both beneficiaries and actors in humanitarian response. The global Disability Reference Group (DRG) aims to sustain gains made and further advance disability inclusive humanitarian action, for a real impact to be seen 'on the ground'.

The DRG is a platform fostering cooperation between UN, International Agencies, NGOs and organizations of persons with disabilities in promoting disability inclusive humanitarian response, including, but not limited to, supporting the development, dissemination and implementation of key guidance materials, including the IASC Guidelines. The Group aims to build on and reinforce efforts of individual organizations in this regard; and links with broader processes for strengthening the quality and accountability of humanitarian action inclusive of persons with disabilities.

There is an increasing number of requests from humanitarian actors to provide technical support on Inclusive Humanitarian Action (IHA). With this rapidly growing demand, there is a need to consolidate and strengthen the humanitarian actors' capacities and resources, standardize successful practices and skills on IHA, document and use best practices.

The "Inclusion of Persons with Disabilities in Humanitarian Action" project aims to respond to this demand through the review, development and testing of tools for capacity building and

building awareness. This allows our teams in-country to respond to the technical support and capacity development demands at various levels of humanitarian interventions in various settings and be able to monitor progress against capacity development.

The project “Phase 2 – ‘Leave no one behind’: Mainstreaming of Disability in Humanitarian Action in Germany” (LNOB) is a joint project by Handicap International e.V., Christoffel-Blindenmission Christian Blind Mission e.V. (CBM) and the Institute for International Law of Peace and Armed Conflict (IFHV) and funded by the German Federal Foreign Office. It also aims as capacity building of humanitarian actors on inclusive humanitarian action through trainings, technical advisory, sensitization efforts on different levels, applied research and support of the development and operationalization of the aforementioned IASC Guidelines.

Both projects, in collaboration with the Disability Reference Group (DRG), agreed to join forces to develop an E-learning course of 7 modules that aims to raise awareness and understanding among humanitarian actors about strategies and actions to promote and anchor inclusion of persons with disabilities aligned with the IASC Guidelines on Inclusion of Persons with Disabilities in Humanitarian Action across the various sectors of intervention.

2) General Information

1.1. Scope of the E-Learning Course

- Self-paced online E-Learning Course of 7 interactive modules
- Each module shall be between 60-90 minutes depending on content and deliverables
- Each module shall be designed based on proven interactive adult online learning methodologies featuring different visual, audio and reading materials including animated videos
- The E-Learning course shall be designed accessible according to the criteria of the Web Content Accessibility Guidelines (WCAG) (version 2.1), level AA to level AAA (see paragraph section 3 below)
- A needs/interest assessment quiz at the beginning of the course that recommends which modules should be taken by participants
- Feedback and evaluation form after each module to rate its quality, relevance and accessibility and raise suggestions or concerns
- Compatibility of module design to be hosted in well-known e-learning humanitarian platforms like kayaconnect.org and disasterready.org.

1.2. General Objectives of the E-Learning Course

- Grasp the principles and concepts of inclusive humanitarian action
- Be aware of disability specific barriers and enablers in humanitarian contexts
- Gain understanding of key approaches and must-do-actions for disability-inclusive humanitarian programming, using the IASC guidelines on inclusion of persons with disabilities in humanitarian action

1.3. Targeted Audiences

- Technical, operational and programming staff of humanitarian actors
- Students of humanitarian study programmes

1.4. Languages

- English (UK)
- French
- Possibility for other languages translations (particular Spanish and Arabic)

3) Accessibility policy

The E-Learning course should follow international guidelines for accessible web content.

This means that texts, images, forms, sounds, etc. should be accessible, meeting the varying needs of the website audience and being understandable by as many people as possible without discrimination based on impairment, gender, age or other factors.

The contractor is required to meet the criteria of the Web Content Accessibility Guidelines (WCAG) (version 2.1), level AA to level AAA.

Detailed information can be found on here: <https://www.w3.org/TR/WCAG21/>

4) Data Protection & Security

The Contractor must ensure data protection rules are applied. Data protection rules are those followed by the institutions of the European Union.

<https://ec.europa.eu/easme/en/news/new-data-protection-regulation-eu-institutions>

The Contractor must follow the European Commission's policy on Security of Information Systems and the Computer Emergency Response Team (CERT) requirements in term of security. https://cert.europa.eu/cert/plainedition/en/cert_about.html

5) Contract & Sub-contracting

HI intends to conclude one contract for the development of the E-Learning Course as described in this Call for Expression of Interest. An award in form of separate lots is not envisioned.

Sub-contracting for specific works like e.g. the creation of animated videos, accessibility checks, or translation work is allowed but needs to be disclosed to and approved in writing by HI and has to be coordinated by the main contractor. Disclosure of intend to sub-contract certain parts should already be stated in the expression of interest. A later detailed bid will need to include more details of sub-contracting agencies and works.

Note, that sub-contracting does not release the winning bidder from its responsibility to HI and the winning bidder needs to ensure that any sub-contract adheres to the agreed upon standards, code-of-conduct and other contractual agreements.

6) Application Process and Assessment Criteria

a) Expression of interest

Please submit your expression of interest in English inclusive of the following:

- Expression of interest including confirmation that such services can be provided within the time frame
- Disclosure if sub-contracting is envisioned and possible including confirmation that bidder is fully responsible for all sub-contractors
- 3 examples of comparable E-Learning modules, at least 1 developed within the last 3 years
- Proof of experience and/ or sufficient knowledge in developing E-Learning modules according to requested accessibility standards above (this can be e.g. by including an example of a developed accessible E-Learning module, by providing professional training certificates or the intend to conduct specific professional trainings, etc.)
- A detailed portfolio including credentials of bidder's staff which would be involved in the development process of the E-Learning course
- Proof of valid registration of bidder in the residing or operating country

b) Assessment of Expression of Interests:

- All expression of interest are assessed according to the following criteria and points:
 - o Full set of documents as listed above:
 - Incomplete set of documents: exclusion
 - o Reference of developed comparable E-Learning modules incl. link, name of company and contact details:
 - 0 comparable references: exclusion
 - 1 comparable reference: 10 points
 - 2 comparable references: 20 points
 - 3 comparable references: 30 points
 - o Proof of experience and/or knowledge to develop E-Learning modules according to requested accessibility standards:
 - No proof: exclusion
 - Certificates of professional training on accessibility: 20 points
 - Provision of examples of developed accessible E-Learning modules: 30 points
 - o Employed or qualified freelancer staff with bidder and/or sub-contractor, that will be involved in the development of E-Learning course:
 - >2 persons: 0 points
 - 2 persons: 5 points
 - 3-5 persons: 7 points
 - <5 persons: 9 points
 - o Ability to deliver materials in more than one language:
 - Only English: 5 points
 - English and French: 10 points
 - English, French and 1 additional language (Spanish OR Arabic): 20 points
 - Further additional languages (2 points per additional language)

c) Request for a detailed technical and financial quote:

- After the assessment of the express of interest according to the point system above, the 3 agencies with the highest points will be requested to submit a detailed technical and financial quote
- The selected 3 bidders will receive a detailed Terms of Reference and a draft module outline to base their quote on
- If deemed necessary, online meetings are set-up to discuss further questions relevant for the development of a technical and financial quote in a fair manner to all selected bidders

7) Assumed timeframe

- HI aims to start the service contract the first week of August 2021.
- HI aims to have all 7 modules ready for publication no later than 01.12.2021, including two rounds of feedback (first of at least 20 days, second of at least 10 days), undertaken by HI and members of the DRG, NOT as consultancy work.
- Example of suggested timeframes:
 - o Kick-off and review of documents: 2 days
 - o Finalisation of outline and method: 2 days
 - o Dev of module 1: 10 days
 - o Revision round 1 (by DRG): 20 days
 - o Incorporation of feedback and development of modules 2-7: 50 days
 - o Revision round 2 (by DRG): 10 days
 - o Finalisation of modules and report: 10 days
 - o Final technical validation (by DRG): 5 days

8) Terms of Payment

HI strives for payment on account 30 days after proof and validation of delivery. If this is not possible, please indicate the best possible terms of payment including a rough payment schedule.

9) HI Policies: Code of Conduct, Good Business Practices, etc.

Applicants shall commit to comply with all Protection Policies, Code of Conduct, Good Business Practices, General Purchasing Conditions available for consultation on [HI's website](#). HI's data protection policy can be viewed via [this link](#).

10) Request for Clarifications

All questions shall be submitted by e-mail to Mariana Martinez (m.martinez@hi.org) AND Haakon Spriewald (h.spriewald@hi.org). **Deadline for questions is 01. July 2021, 12:00 CEST.**

Answers that are deemed necessary for all interested parties will be published publically on the day of deadline for questions on [HI's tender website](#) to ensure a fair and competitive process.

11) Deadline for submission of expression of interest

Please submit your complete expression of interest no later than **05. July 2021, 14:00 CEST** by email to tender@deutschland.hi.org

For questions, please see paragraph 11 on communications.

Amendment or withdrawal of expression of interests and bids: Tenderers may amend or withdraw their bids by written notification before the closing date for submission of bids. No amendments may be made to bids after this date. Withdrawals shall be firm and final and will terminate any participation in the tendering process.

Costs of preparing expression of interests and bids: None of the costs incurred by tenderers in preparing and submitting their bids shall be reimbursable. All these costs shall be borne solely by the tenderers.

12) Cancellation of a restricted tenders procedure with open competition

In the event of the cancellation of a restricted tender procedure with open competition, tenderers shall be informed by Handicap International by email or by public notification.

If the call for tenders procedure is cancelled before the submission deadline all received files will be deleted.

A cancellation may occur when:

1. The tendering procedure has been unsuccessful, i.e. Handicap International has received no valid or financially viable bids, or no bids at all;
2. The project's economic or technical parameters have been fundamentally modified;
3. Exceptional circumstances or force majeure makes the normal execution of the project impossible;
4. All technically compliant bids exceed the available budget;
5. Irregularities have occurred in the procedure, especially if these have prevented fair competition.

In no circumstances shall Handicap International be liable for damages of any kind (in particular damages for loss of profits) in the event of the cancellation of a call for tenders, even if Handicap International has been warned of the possibility of damages.